

Attention Providers

There are late-breaking *Updates* pertaining to the October 2008 implementation of ForwardHealth interChange that are not included in this *Update Summary*. New *Updates* are continually being posted to the ForwardHealth Web site at dhs.wisconsin.gov/forwardhealth/. Providers are encouraged to check the ForwardHealth Web site frequently.

Correction to Prior Authorization Status Table

Affected Programs: BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program

To: Adult Mental Health Day Treatment Providers, Ambulance Providers, Audiologists, Blood Banks, Chiropractors, Counties Certified for Outpatient Mental Health/Substance Abuse Services in the Home or Community, County Mental Health Coordinators, County Substance Abuse Coordinators, Dental Hygienists, Dentists, Dispensing Physicians, Federally Qualified Health Centers, HealthCheck, HealthCheck "Other Services," Hearing Instrument Specialists, Home Health Agencies, Individual Medical Supply Providers, Master's-Level Psychotherapists, Medical Equipment Vendors, Mental Health/Substance Abuse Clinics, Nursing Homes, Nurses in Independent Practice, Nurse Practitioners, Occupational Therapists, Ophthalmologists, Opticians, Optometrists, Outpatient Hospital Providers, Outpatient Mental Health Clinics, Personal Care Agencies, Pharmacies, Physical Therapists, Physician Assistants, Physician Clinics, Physicians, Psychiatrists, Psychologists, Psychotherapists, Rehabilitation Agencies, Rural Health Clinics, Speech and Hearing Clinics, Speech-Language Pathologists, Substance Abuse Counselors, Therapy Groups, Tribal Human Service Facilitators, HMOs and Other Managed Care Programs

This *Update* corrects previously published information in the prior authorization status table.

Web address:

dhs.wisconsin.gov/forwardhealth/October 2008

Update number:

2008-187

Extended Call Center Hours During the Implementation of ForwardHealth interChange

In anticipation of the implementation of the ForwardHealth interChange system on November 10, 2008, Member Services, Provider Services, and Pharmacy Point-of-Sale call centers will have extended hours. The Call Center hours are:

- Saturday, November 8 and Sunday, November 9, 2008, 8:00 a.m. to 5:00 p.m.
- Monday, November 10 through Friday, November 14, 2008, 7:00 a.m. to 8:30 p.m.
- Saturday, November 15 and Sunday, November 16, 2008, 8:00 a.m. to 5:00 p.m.
- Monday, November 17 through Friday, November 21, 2008, 7:00 a.m. to 8:30 p.m.
- Saturday, November 22, 2008, 8:00 a.m. to 5:00 p.m.
- Sunday, November 23, 2008, 10:30 a.m. to 5:00 p.m.

Beginning Monday, November 24, 2008, Provider and Member Services hours will change to 7:00 a.m. until 6:00 p.m., Monday through Friday.

Call Center telephone numbers are:

- **Pharmacy Point-of-Sale**, (800) 947-9627.
- **Provider Services**, (800) 947-9627.
- **Member Services** (800) 362-3002.

During the weekend of November 8 and 9, 2008, the Automated Voice Response (AVR) system will be available for enrollment verification at (800) 947-3544. Beginning Monday, November 10, 2008, all methods of enrollment verification will be available.

Designating an Address for Prior Authorization Correspondence

Affected Programs: BadgerCare Plus, Medicaid, Wisconsin Chronic Disease Program

To: All Providers, HMOs and Other Managed Care Programs

Effective with implementation of the ForwardHealth interChange system, providers may designate an address for prior authorization (PA) correspondence. Prior authorization responses will no longer be sent to an address indicated on the PA request. Providers can use the ForwardHealth Portal or the Provider Change of Address or Status form, F-1181 (10/08), to designate a PA address.

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What's New on the Medicaid and BadgerCare Plus Web Sites

The Wisconsin Medicaid and BadgerCare Plus Web sites include provider and member publications, contact information, statistics, and enrollment and benefit information. Providers may visit the Medicaid Web site at dhs.wisconsin.gov/medicaid/. The BadgerCare Plus Web site is located at www.badgercareplus.org/. The following is a list of recently added information:

- Medicaid Pharmacy home page:
 - ✓ Preferred Drug List.
- Pharmacy Data Tables:
 - ✓ BadgerCare Plus National Drug Codes list.
 - ✓ Brand Medically Necessary Drugs That Require Prior Authorization.
 - ✓ Less Than Effective/Identical, Related or Similar Drugs.
 - ✓ Numeric Listing of Manufacturers that Have Signed Rebates.
 - ✓ Over-the-Counter Maximum Allowed Cost List.
- Revised Maximum Allowable Fee Schedules for durable medical equipment and disposable medical supplies.

Obtaining Articles in Full-Text Format

Providers may electronically access full-text versions of the articles summarized in this publication via the Internet. To access the information from the Internet, go to the Web address listed at the end of the article. From this Web page, providers may print the specific article as well as navigate to other publications available on the ForwardHealth Web site.

Providers without Internet access may call Provider Services at (800) 947-9627 to request copies of *Updates* in full-text. Allow seven to 10 days for delivery.